

Figure 1

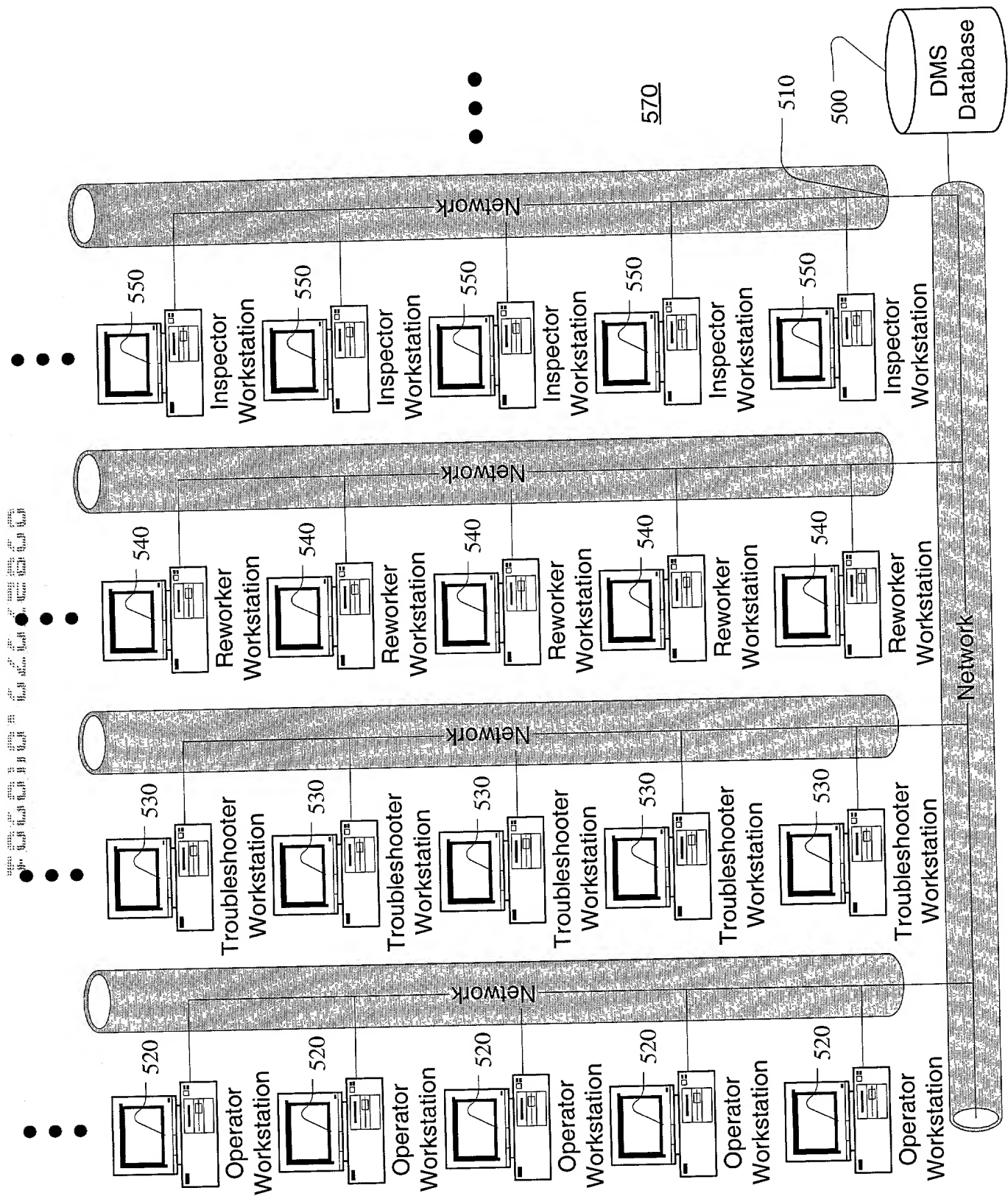


Figure 2

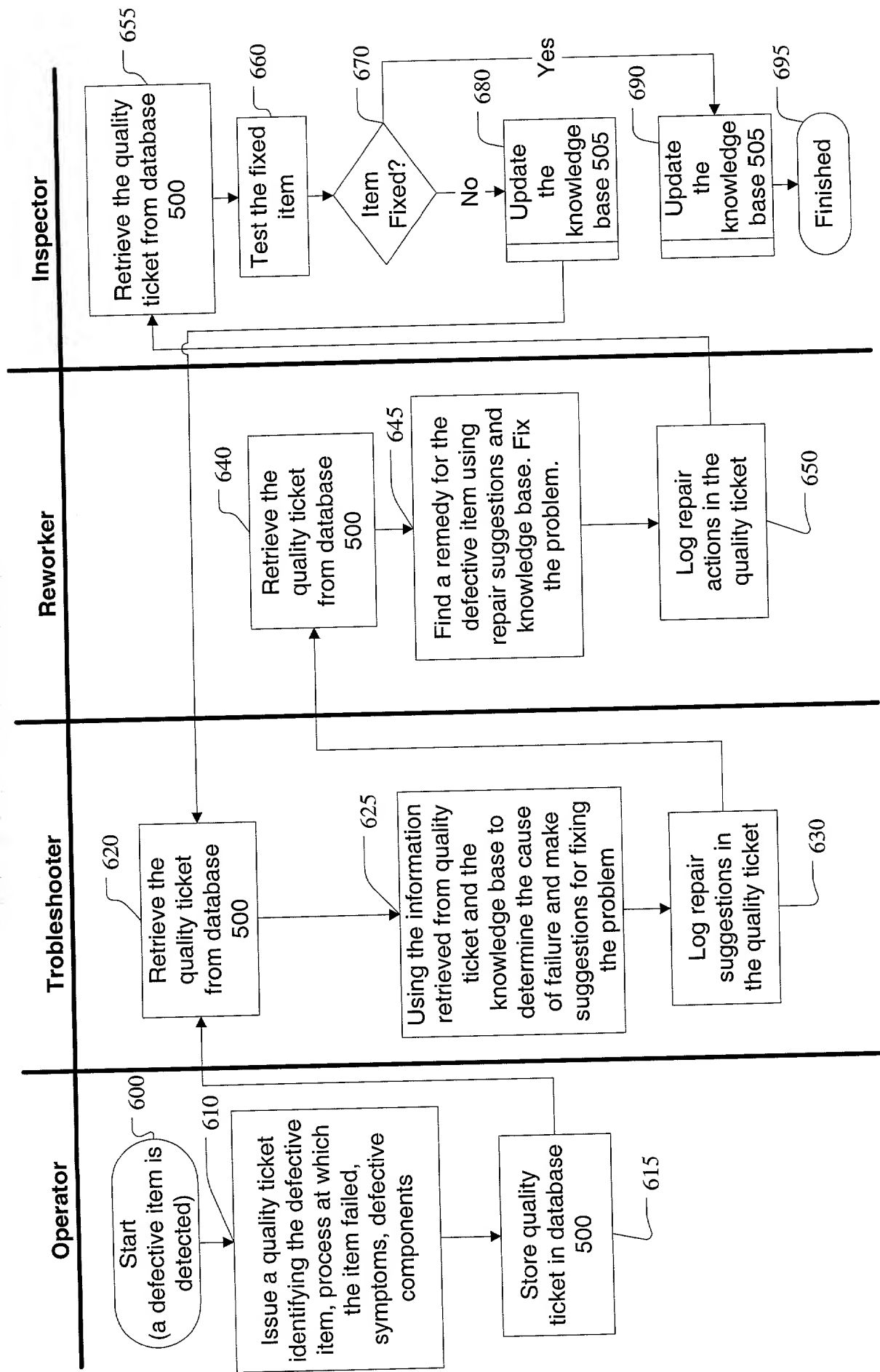


Figure 3

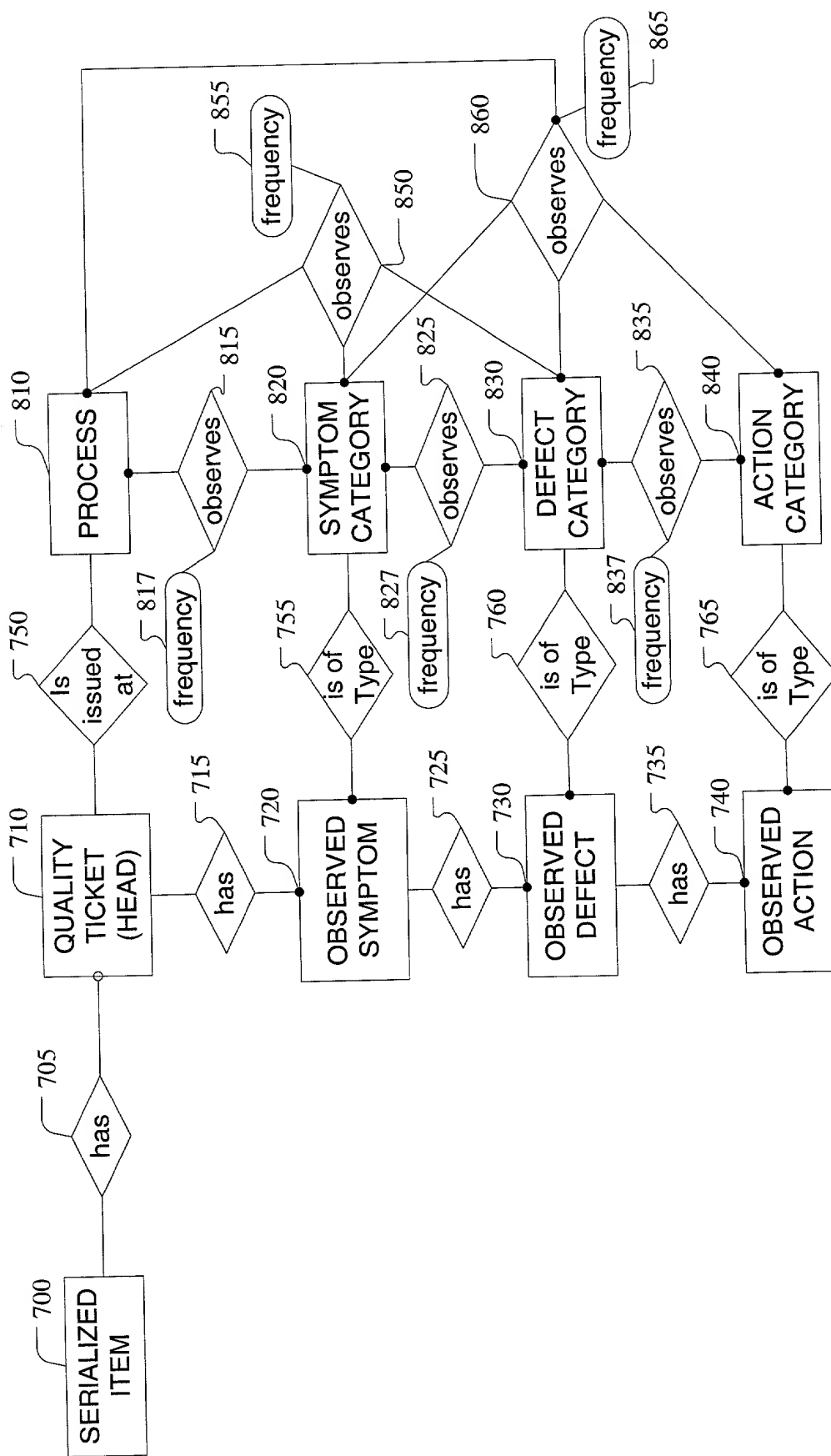


Figure 4

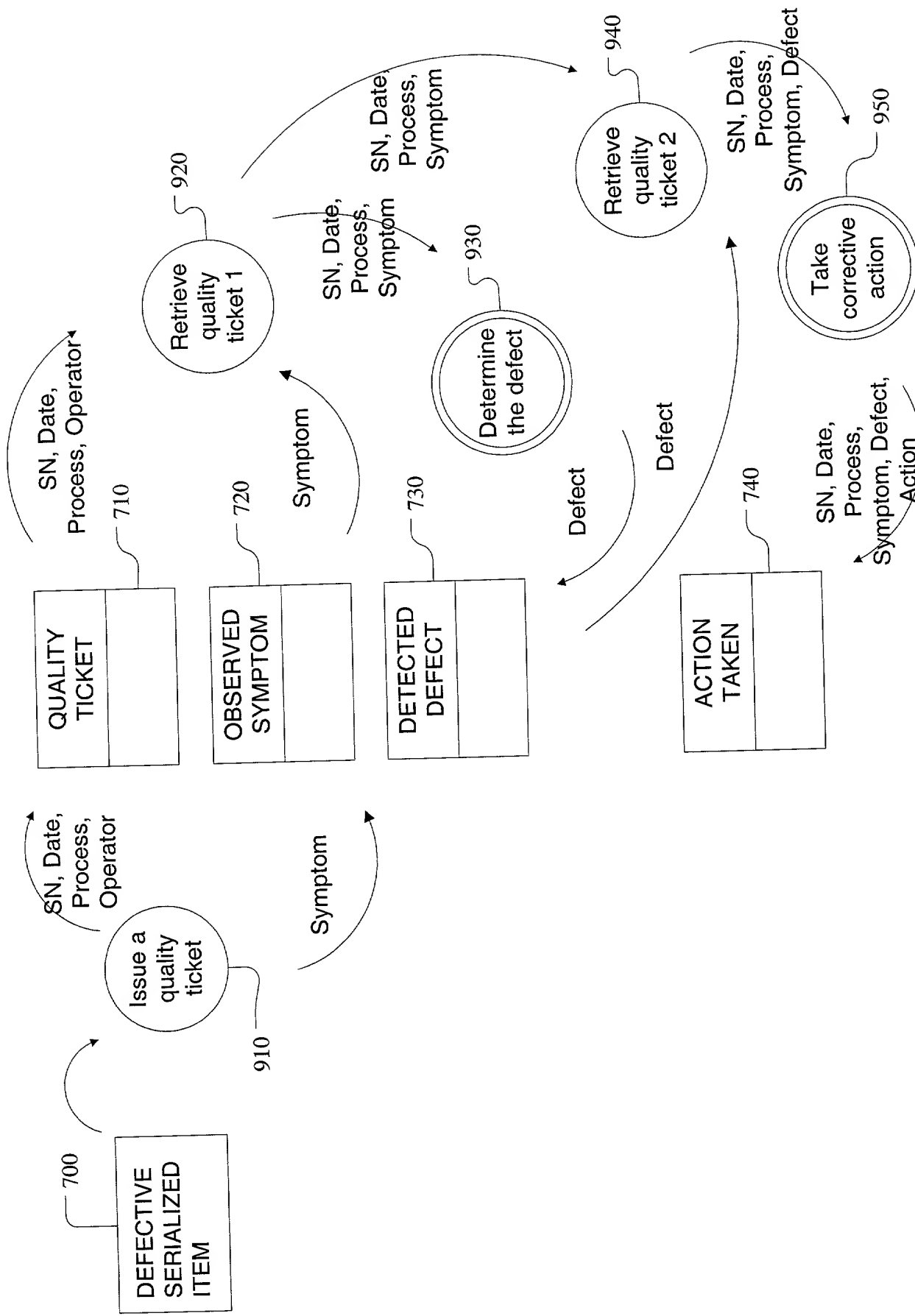


Figure 5

Quality Ticket (V 1.2.2)

Serial Number: [] Ticket: [] Close Quality Ticket: []

Module Info: Application: [] Revision: [] Part Number: [] Description: []

Area Of Operation: []

Symptom: []

Induced By: [] Process Step (Test): []

Symptom Category: [] Symptom: []

Comment: []

Quality Ticket Expires: [] DES Support: []

Current Operator: [] Save: [] Cancel/New: [] Defect: [] No Defect: [] Close: []

10 15 20 25 27 30 35 40 45 50 60 65 70 80 85 90 95 105 110 115 120 130 135 140

Figure 6a

FIG. 6a is a screenshot of a computer screen displaying a web-based interface for a Defect Management System (V 1.4.0) - Quality Ticket. The interface includes a header bar with the system name and version, a navigation menu on the left, and a main content area with various input fields and buttons. The interface is designed for users to create and manage quality tickets, including fields for serial numbers, application, part number, description, and a detailed comment. There are also buttons for saving, canceling, and creating new tickets, as well as a 'System Test' button. The interface is shown in a windowed format with a title bar and standard OS controls.

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Defect Management System (V 1.4.0) - Quality Ticket

Serial Number:

Ticket:

Lookup

Serialized Item Factory Data

Application

Part Number

Description

Revision

Close Quality Ticket

Are you Operations? ☐

System Test

Symptom

Process (Test Stage) CIAO 1

Process Step (Test) DT

Comment

Quality Ticket Explorer

QCS Support

System Test

Save

Cancel/New

Defect

No Defect

Close

7

CIEN\admstestuser1

CIEN\admstestuser1

Figure 6b

Figure 5 is a screenshot of a software interface for managing quality tickets. The interface is divided into several sections. At the top, there's a 'Serial Number' field with 'A400000001' and a 'Ticket' field. Below these are 'Lookup' and 'Get Info' buttons. A 'Close Quality Ticket' button is at the bottom left. The main area is titled 'Area Of Operation' and contains a 'Symptom' dropdown menu, a 'Module Application' dropdown menu, and a 'Justification' text area. There are 'Save' and 'Cancel' buttons. The bottom section includes 'Quality Ticket Expires', 'QES Support', and 'Area of Operation 6' fields, along with 'Save', 'Cancel/New', and 'Delete' buttons. A 'Close' button is at the bottom right. The interface has a classic Windows-style design with a menu bar and a toolbar.

Figure 7

Quality Ticket Explorer

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Quality Ticket Explorer

Serial Number: M0000001

Filter: ☒ Both ☐ Opened ☐ Closed

Lookup

Module Info

Description: ADM1.D80P13/4.15.10193.7THRU194

Application: Network (FW)

Part Number: 130-0436-900

Revision: 001

Quality Ticket(s): 101

Serial Number	Test	Test Stage	Test	Time
663 [CLOSED]	Test	OET1-Termination	BER T	4:53:00 PM
664 [CLOSED]		OET1 Test		5:20:00 PM
1277 [CLOSED]				11:00:00 A
4895 [OPEN]				1:23:00 AM
4896 [OPEN]				1:25:00 AM
4897 [CLOSED]				11:45:00 A
4900 [CLOSED]				4:18:00 PM
4901 [CLOSED]				5:05:00 PM
4902 [CLOSED]				5:06:00 PM
4903 [CLOSED]				5:20:00 PM
4904 [CLOSED]				5:28:00 PM
4905 [CLOSED]				5:29:00 PM
4906 [OPEN]				5:51:00 PM
4908 [CLOSED]				2:41:00 PM
4909 [OPEN]				2:44:00 PM
4910 [CLOSED]				2:46:00 PM
4911 [CLOSED]				2:48:00 PM
4912 [CLOSED]				2:55:00 PM
4913 [OPEN]				2:57:00 PM

Quality Ticket: 663

0 N/A -> N/A

Fiber Defects -> Broken Fiber

Fiber -> Remove & Replace

Software Defects -> Wrong Software at Test Station

Visual -> Secure

Action: Visual -> Secure

Operator: Niakam Kazemi

Time: 5:11:43 PM

Comment:

Workstation: OCS_WS01

Components:

Feedback: Problem was fixed

Close

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140

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210

360

135

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Figure 8

Figure 6 is a screenshot of a "Quality Ticket" software interface. The interface is divided into several sections. At the top left, there's a "Serial Number" field with the value "M00000002" and a "Ticket" field with the value "420". Below these are "Lookup" and "Get Info" buttons. To the right, there's a "Module Info" section with "Supination", "Part Number", and "Description" fields. A "Close Quality Ticket" button is at the bottom left. The main area is titled "Symptom" and contains a "Process (Test Stage)" dropdown set to "CIE TI Test", a "Process Step (Depth)" dropdown set to "NFI - New Module", a "Symptom Category" dropdown set to "N/A", and a "Symptom" text area with the value "Testing". At the bottom, there's a "Quality Ticket Explorer" section with "View", "Cancel/Now", "Detect", and "Close" buttons. The interface has a dark theme with a circular logo at the top center.

Figure 9

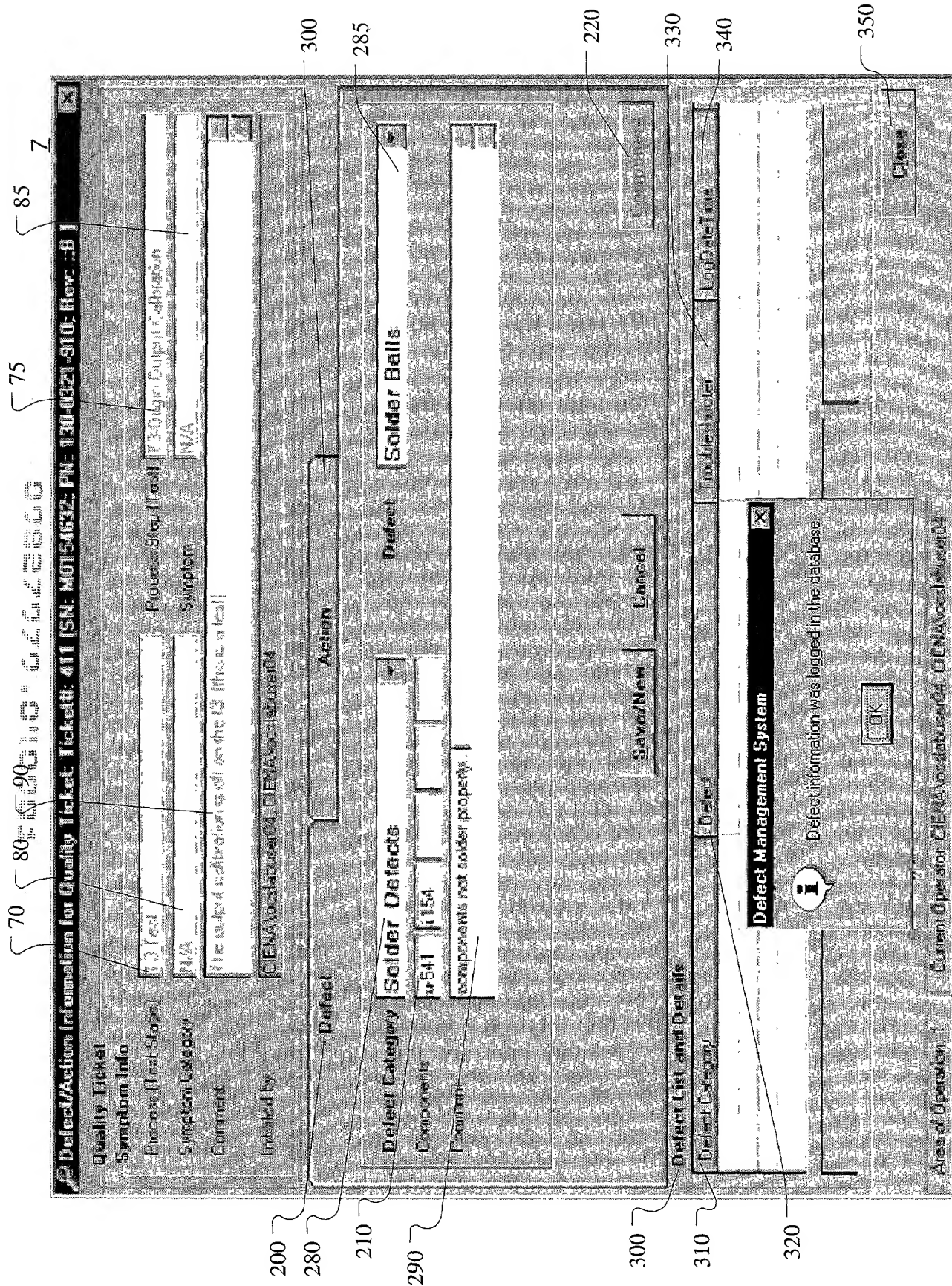


Figure 10a

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Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001: PN: 130-0466-900; Rev: 001]

Operator: CIENA\dmstestuser1

Process (Test Stage): OT1 - Rx

Symptom Category: 1-N/A

Comment:

Area of Operation: 10G

Process Step (Test): Fix grating test

Symptom: N/A

Defect

Defect Category:

Components:

Comment:

Defect

Defect

Save

Troubleshooting Guide

Defect

Defect

Save

Component

315

310

320

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Feedback

Close

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

Figure 10b

Figure 8 is a screenshot of a software application window titled "Defect/Action Information for Quality Ticket: Ticket#: 416 [SN: M0000002; PN: 130-0466-900; Rev: 001]". The window is divided into several sections. The top section contains fields for "Quality Ticket", "Symptom Info", "Process (Test Stage)", "Symptom Category", and "Comment". Below this is a section for "Indicated by" with a dropdown menu. The middle section is titled "Defect" and contains fields for "Action Category", "Components", "Comment", and "Resolution". The bottom section is titled "Feedback" and contains a "Problem was fixed" checkbox and a "Cancel" button. The right side of the window shows a "Defect List and Details" table with columns for "Defect Category", "Defect", and "Defect Time". The table lists a defect with category "Broken Label" and time "0:45:00 PM". The window has a title bar with the ticket information and a close button.

Figure 11a

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M00000001: PN: 130-0466-900: Rev: 001]

Operator: CIENA\dm\testuser1
 Process (Test Stage): OT1 - Rx
 Symptom Category: 1-N/A
 Area of Operation: 10G
 Process Step (Test): RX grating test
 Symptom: N/A

Defect **Action**

Action Category: Testing2
Components:
Comment:

Save

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not-Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

Feedback **Close**

Figure 11b

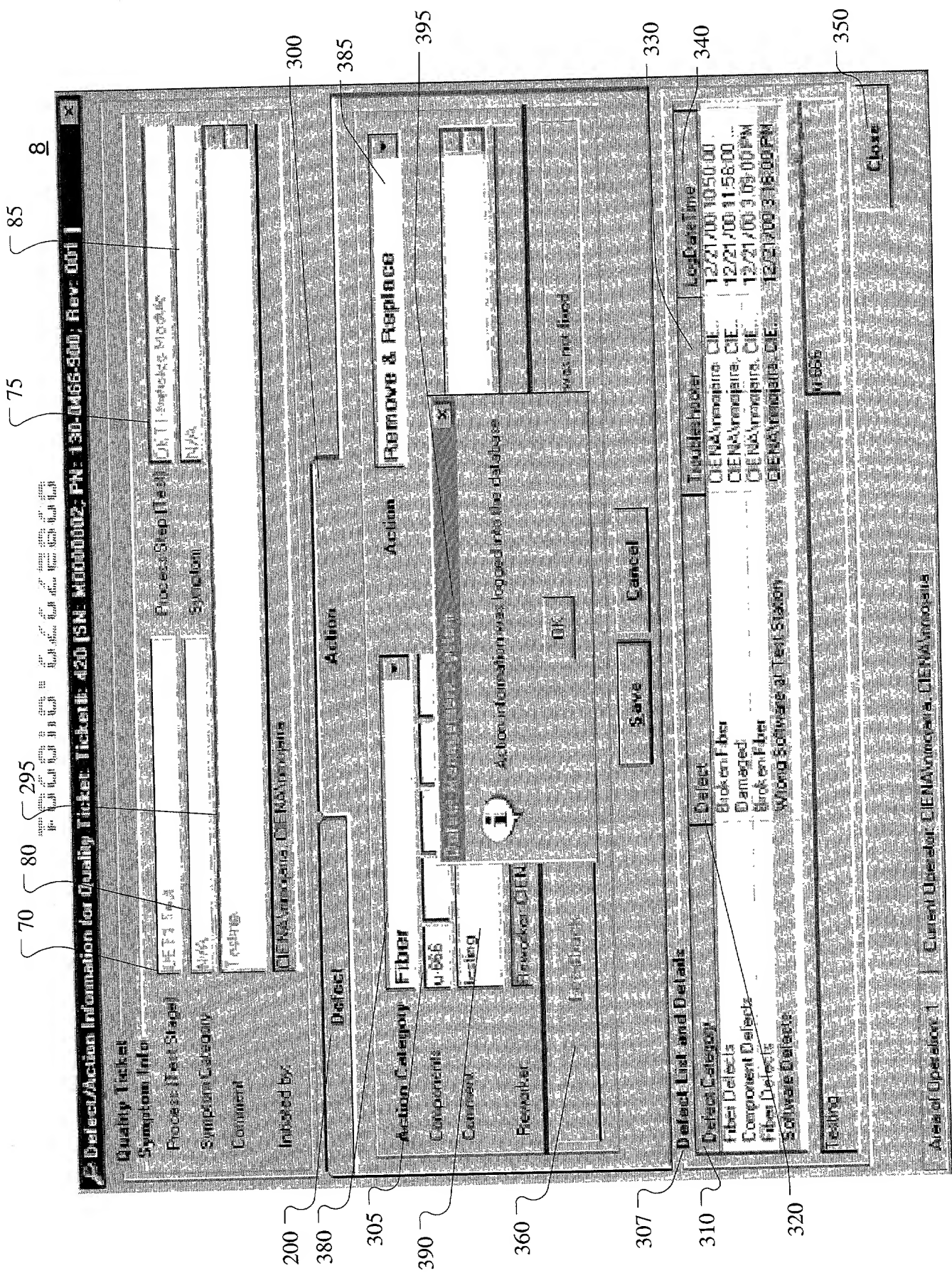


Figure 12

70 80 295 75 85 9

Defect/Action Information for Quality Ticket: 416 [SN: M0000002, PN: 130-0466-900, Rev: D01]

Quality Ticket

Symptom Info

Process (Test Stage)

Symptom Category

Comment

Initiated by

Test

Process Step Test

N/A

TEENAKKALIA, GENA, KENJALIA

Defect

Action Category

Components

Defect

Resolution

364

366

330

340

Feedback

Problem was fixed

Problem was not fixed

Cancel

Feedback Time

12/23/00 8:45:00 PM

Defect List and Details

Defect Category

Defect

320

310

Area of Operation: 1

Current Operator

397

Close

Figure 13

335 Detailed information for defect: 3305

321 Troubleshooter: Kazem-1, Niskam

285 Defect Category: Component Defects

280 Defect: Damaged

RD(s): YERE, EEE

Comment:

380 Reworker: Kazem-1, Niskam

335 Action Category: Components

Action: Cleaned

RD(s):

Comment:

☒ Problem was not fixed

This box is to provide the system with feedback on whether the problem with the item has been fixed or not. This information is being checked when closing the quality ticket. If the quality ticket contains a defect with no corresponding action showing 'Problem was fixed' the ticket cannot be closed.

☐ Problem was fixed ☐ Problem was not fixed

324 Save feedback

350 Close

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Figure 14

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Troubleshooting Guide

The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

Close

350

Figure 15